

Government of India  
Department of Administrative Reforms & Public Grievances

**Subject: Summary of important developments with regard to Department of Administrative Reforms & Public Grievances for June, 2016.**

The Department had signed Partnership Agreement with Government of France on 'Cooperation on Public Administration and Administrative Reforms' on 25th January, 2016. A three member delegation led by Ms. Usha Sharma, Additional Secretary, Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions visited Paris, France to attend India-France First Joint Working Group meeting during 28-30<sup>th</sup> June, 2016. Both sides exchanged/shared views in the area of public administration, governance reforms and online delivery of citizen-centric services and explored the possibilities of adopting suitable best practices in these areas.

2. A four day Training Programme on the theme 'e-Governance' for officers of Government of India and States/UTs was organised during 28<sup>th</sup> June to 1st July, 2016 in Civil Service College, Singapore. The training programme was an outcome of the Programme of Action (PoA) agreed between India and Singapore during the 2nd Joint Working Group meeting held in Singapore during 19-20<sup>th</sup> January, 2015 under the MoU signed between the two countries.

3. The training programme organized by Singapore Civil Services College in Singapore has proved an ideal forum in which participants gathered and shared best practices and, even, the trials and errors which have been implemented or applied in a real administrative environment. The participating officers were updated with the strategies to achieve excellence in public administration.

**Steps taken for redressing public grievances**

4. Certificates of Appreciation were issued by the Hon'ble MOS (PP) on 02.6.2016 to D/o Land Resources, D/o Skill Development & Entrepreneurship, D/o Financial Services (for the last quarter of 2015), D/o Official Languages, D/o Consumer Affairs and D/o School Education and Literacy (first quarter of 2016) for their outstanding work for disposal of public grievances received on CPGRAMS.

4.1 Review meetings were held on 14.06.2016 and 16.06.2016 for reviewing the status of systemic reforms based on the Reports of QCI. These were attended by D/o Financial Services, D/o Revenue, Central Board of Excise & Customs, Central Board of Direct Taxes, M/o Health & Family Welfare, M/o External Affairs, M/o Road Transport & Highways and M/o Defence.

4.2 Meeting was held on 16.06.2016 for reviewing the status of implementation of Sevottam in State ATIs. The meeting was attended by seven state ATIs who were told to submit their action plan.

4.3 The Department related Parliamentary Standing Committee visited Kolkata, Chennai, Bhopal and Bengaluru during the month for inter-alia reviewing the status of PG redress mechanism in the PSUs of the Central Government located in these regions. The meetings were attended by senior officers of the department.

5. A meeting with the officials of NIC and five select Ministries was held on 13.06.2016 to review the implementation of e-Office.

6. The Department organized the Yoga classes from 10<sup>th</sup> June, 2016 to 21<sup>st</sup> June, 2016, in connection with the celebration of International Yoga Day. There was a very active and enthusiastic response from the employees of the Department.